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April 2, 2018

To: All SOI Employees  
Re: Quality Policy, Management Review Meeting (Rev 21 Mar 2018)

SOI's Quality policy was reviewed and updated as a part of our continuing commitment to our employees and customers:

Our Quality Management policy demonstrates and documents Solution One Industries' commitment to maintaining a high-level of performance and strong customer service by providing Logistics, Engineering, and Professional Services to our customers. We are committed to exceeding customer requirements, adherence to statutory/regulatory requirements, providing quality in our work delivery and exceptional service to our customers by achieving the following:

- Exceeding customer requirements
- On-time delivery of products/services
- Safe work environments
- Financial efficiency and cost control
- Continual improvement
- Qualified and empowered employees

We measure our success against established quality performance objectives and strive to enhance customer satisfaction through the continuous improvement of our Quality Management System (QMS). Our Policy and Objectives are communicated to our employees. This ensures everyone understands the current Quality Policy and their impact on meeting our customer requirements and achieving the established Quality Objectives. Our Quality Policy and Objectives are also reviewed with each new employee as part of the onboarding process where company policies are reviewed and acknowledged.

- Capture Process used on PRIME opportunities resulting in a 20% award rate
- Conduct Customer feedback review to evaluate performance (goal Satisfactory)
- Maintain Facility Security Clearance
- 100% annual retention of ISO 9001-2015 certification with no major nonconformities

If you have any questions and or comments about this memorandum, please contact Richard Tate, Quality/ ISO Coordinator (254) 616-6600 ext 206; [rtate@lsoi.com](mailto:rtate@lsoi.com); or the undersigned.

//Original Signed//  
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